

MAIL STOP AF

41319-94734

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In the application of : Mannion, Liam
Serial No. : 10/650,227
Filed : August 28, 2003
For : Improved Load Balancing in a Network of
Call Centers
Examiner : Nguyen, My Xuan
Art Unit : 2617
Customer number : 23644

AMENDMENT ACCOMPANYING REQUEST FOR CONTINUED EXAMINATION
AND
RESPONSE TO ADVISORY OFFICE ACTION MAILED JUNE 26, 2007.

Honorable Director of Patents and Trademarks
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

In response to the advisory Office Action mailed June 26, 2007, applicant makes the following submission: